POLL: Have you ever taken a campus climate survey?
THE VIRTUAL 'CAMPUS':
VOICES OF ONLINE STUDENTS IN CAMPUS CLIMATE SURVEYS

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AGENDA

PURPOSE
Why do we use campus climate surveys?

PERSPECTIVES
What do different groups think?

LANGUAGE
What's in these surveys?

CONCLUSIONS
What do students think?
"measures the extent to which all students, faculty, staff, and visitors... feel welcomed, valued, and supported in their work, studies, or research"

--National Center on Safe Supportive Learning Environments (2023)

"to identify and address the institutional conditions that contribute to and/or detract from providing a welcoming and inclusive climate/environment for all students"

--American River College (2019)

"to better understand the attitudes and experiences of their students with respect to sexual assault and sexual misconduct"

--Association of American Universities (2022)
POLL: Do the results of campus climate surveys lead to better outcomes for online learners?

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PERSPECTIVES

STUDENTS

"Online students and commuting students do not have an opinion of campus culture because they are not on campus" (University of Central Arkansas, 2021)

EDUCATORS

"A sample that consists of predominantly commuter or online students may not be as familiar with campus climate or policies" (Safe and Inclusive Learning Environment, New Jersey, 2020)

SURVEYORS

"Online students reported not participating in campus activities and transfer students also reported needing support, suggesting the need for additional or new efforts with online and transfer students" (University of North Carolina survey, 2021)
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EMPOWERMENT
Question:
- Do campus climate surveys ask questions that are relevant to online learners?

Data set:
- 5 campus climate surveys (IUPUI, American Association of Universities, Boise State, Portland State, and Butler College)
- 3.645 unique words used 18.125 times

Note: some surveys focus on incidents of sexual violence.
Method:
- counted frequency of words relevant to in-person learning and online learning
- identified survey questions (and answer choices) that include these words
Problems:
• words can have different meanings, which simply counting them does not address
  ◦ "building" can mean a physical space, or people working together
• small sample size due to schools not wanting to share information
Word Frequency

Top 5 words describing in-person learning
Top 5 words describing online learning
<table>
<thead>
<tr>
<th><strong>TOP 5 WORDS DESCRIBING IN-PERSON LEARNING</strong></th>
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<tbody>
<tr>
<td>campus (85 times)</td>
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<tr>
<td>&quot;As an international student, I feel welcome on campus.&quot;</td>
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<tr>
<td>Portland State</td>
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<tr>
<td>physical (52)</td>
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<td>&quot;Please indicate how often you have personally experienced physical assaults or injuries.&quot;</td>
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<tr>
<td>Very Often, Often, Sometimes, Seldom, Never</td>
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<tr>
<td>Butler</td>
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<tr>
<td>assault (42)</td>
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<tr>
<td>&quot;Since you entered this college, has someone sexually assaulted or attempted to sexually assault you?&quot;</td>
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<tr>
<td>Yes, No</td>
</tr>
<tr>
<td>Butler</td>
</tr>
<tr>
<td>community (28)</td>
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<tr>
<td>&quot;I feel like a respected member of the UC community.&quot; (scale of 1-6)</td>
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<tr>
<td>University of Colorado-Denver</td>
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<tr>
<td>resident (20)</td>
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<tr>
<td>&quot;Which of the following persons, if any, did you tell about [sexual harassment or assault]?&quot;</td>
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<tr>
<td>Friend Family member Faculty member or instructor Resident advisor (RA), or other live-in residential staff Other administrative staff Spiritual or religious advisor, leader, or clergy Therapist or counselor Sexual or romantic partner Program or resource outside the University (e.g., a hotline) Physician Someone else I didn’t tell anyone (else)</td>
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<tr>
<td>Association of American Universities</td>
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<tr>
<td>Topic</td>
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<td>-----------------------</td>
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<tr>
<td>online (14)</td>
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<td>remote (4)</td>
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<tr>
<td>virtual (2)</td>
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<tr>
<td>cyberbullying (1)</td>
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<tr>
<td>internet (1)</td>
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</tbody>
</table>
ChatGPT student survey (Spring 2023)

- input: "Write 20 typical campus climate survey questions and 20 questions specifically for online learners."
- output: questions for online learners assumed students felt excluded from campus life
- chose 30 questions and made them multiple choice; one short answer
- 55 participants:
  - "I'm an online only student and a lot of the questions didn't apply to me."
  - "I am an online only student in WA, so I'm sorry that I couldn't answer everything :(" 
  - "Your survey did not consider fully online, international students."
CONCLUSIONS

STUDENTS
- some don’t feel like they are a part of campus climate
- some don’t feel that campus climate surveys ask relevant questions or give relevant answer choices
- some students don’t like taking surveys

EDUCATORS
- ask for feedback about virtual “campus” climate from online students throughout semester (what is working, what needs to be fixed?)
- share anonymized student feedback with groups that write campus climate surveys

SURVEYORS
- ask for feedback from educators and students during the survey writing process
- consult with DEI working groups (local, national, campus-based, etc.)
- use the power of ChatGPT to draft survey questions or gain additional feedback
POLL: Thinking of online learners, what ideas do you have for improving or replacing campus climate surveys?
THANK YOU
KIITOS

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